

**407: The Regional LTCOP Annual Services Plan****A. Regional Ombudsman responsibilities**

In accordance with SLTCO program and provider agency policies, the Regional Ombudsman shall prepare a Regional LTCOP Annual Services Plan for submission to the Office and the AAA, setting activities for the Regional LTCOP for the following fiscal year. Such Services Plan shall be submitted on or before September 1 of each year to the Office and the AAA.

**B. Contents of the Regional LTCOP Annual Services Plan shall be determined by the SLTCO and shall include but not be limited to:**

1. activities designed to meet or exceed the standard, including measurable outcomes and time frames for carrying out the activities for each LTCOP service component;
2. ensuring that the complaint processing is the highest priority LTCOP service component and specify the next highest priority for the Regional LTCOP during the planning year;
3. a services plan for staff, certified back-up staff and telephone coverage for the Regional LTCOP in order to assure prompt responses to complaints and other requests for assistance; and
4. job descriptions of paid and volunteer staff.

**C. Office responsibilities**

1. Each AAA is required to provide comments to the Office regarding the Regional LTCOP Annual Services

Plan submitted by the Regional LTCOP in its PSA within 30 days of its receipt by the AAA. The Office shall consider the comments of the AAA in reviewing the relevant Regional LTCOP Annual Services Plan.

2. In determining whether a Regional LTCOP Annual Services Plan is acceptable, the Office shall consider the following:
  - a. the standards set forth in this Manual for each LTCOP service component;
  - b. the LTCOP Annual Services Plan's anticipated benefit to residents; and
  - c. the performance history of the Regional LTCOP.
3. The Office shall inform each Regional Ombudsman and the AAA as to whether the Regional LTCOP Annual Services Plan is acceptable within forty-five (45) days after its receipt. If changes must be made to a Regional LTCOP Annual Services Plan, the Office shall provide assistance to the Regional Ombudsman to develop an acceptable plan.
4. The Office shall notify the relevant Regional LTCOP and AAA of the Office approval of the Regional LTCOP Annual Services Plan.